

DEPARTMENT: Treasurer's Office

NATURE OF WORK

Coordinates the Business Tax delinquent collections activities of the Treasurer's Office. Subject-matter expert in the area of delinquent collections. Acts as liaison between Treasurer and third-party collectors. Makes site visits to obtain information and payment. Coordinates and promotes taxpayer education and awareness.

Areas of responsibility include both sole proprietorships and corporations. Monies collected will include personal property taxes, business-personal property taxes, business license for machinery and tools taxes, local meals taxes, and transient occupancy taxes. Collection actions will be all-inclusive to include all outstanding liabilities (non-business personal property, income taxes, parks and recreation, etc.).

ESSENTIAL FUNCTIONS OF JOB:

Monitors all business accounts receivables under the responsibility of the Treasurer.

Maintains an assigned inventory of delinquent business tax accounts to research, contact, track and institute legal action, if necessary. Time, expense, and results will be tracked to accounts assigned and monthly status reports will be maintained.

Establishes and maintains delinquent collection policies and procedures to ensure equity in treatment, build criteria and standards for actions taken.

Identifies and maintains a database of high risk businesses to proactively monitor payments and takes appropriate action to contact and collect within thirty days of tax deadline.

Performs extensive research on major State databases, Internet, etc. to provide valid addresses and assessment information. With referral information from third-party collector or with discovered information, performs aggressive collection actions such as sending letters and/or notices, telephoning businesses locally or corporate headquarters, advertise in local or national newspapers, issue liens, distress, warrants-in-debt through the Circuit Courts, and/or issue summons to appear.

Sets up and manages program to collect from out-of-state taxpayers. Creates criteria for judicial action. For identified accounts, files suit against delinquent taxpayer in foreign state (through an attorney), and/or sues in Virginia and dockets the judgment in the State under the Uniform Enforcement of Foreign Judgment Act. If attorney is deemed necessary, develops standards for selection, interviews, and makes recommendations for selection. Acts on behalf of the Treasurer during litigation process. Works in conjunction with County Attorney's Office.

Establishes criteria, selects candidates, and monitors DMV stops for motor vehicle registrations and local licenses (decals).

Works with tax auditors and field collectors at both local and State levels in departments such as Virginia Department of Taxation, ABC Board and James City County Commissioner of the Revenue.

Works with State and local police departments, Commonwealth Attorney and Williamsburg/James City County Sheriff's Department in order to enhance enforcement actions through coordination, communication and team action.

Works with area banks and chambers of commerce to establish an open line of communication and education. May require public speaking engagements.

Establishes, maintains, and monitors programs and projects to educate business owners in order to increase levels of tax compliance and encourages business owners to be pro-active in meeting their tax obligations.

Performs ongoing review of both automated and manual systems in order to improve efficiency and effectiveness. Makes recommendations for business rule changes, systems modifications, and customer service improvements. Takes active role in implementing approved recommendations.

Organizes work and work area in order for co-workers and supervisors to easily access information to address taxpayer inquiries. Maintains current contact history on each account in financial system (CPC). Keeps third-party collector informed.

Assists external auditor by providing information, analyses, and documentation as needed.

Provides assistance to outside departments for reporting requirements.

Takes necessary steps to ensure employee assigned as backup and/or support is fully trained and kept current with changes in policy and procedures.

Assists taxpayers by answering questions and/or resolving issues with their account.

Performs related work as required and assists Treasurer when requested.

Performs work safely in accordance with departmental safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work conditions or practices to supervisors.

JOB LOCATION AND EQUIPMENT OPERATED:

Duties are performed both within an office setting and in the community.

Operates computer keyboard, dot matrix and laser printers, calculator, telephone, fax, and copy machine.

CRITICAL IMPACTS/REQUIREMENTS:

Except in accordance with proper judicial order or as otherwise provided by law, the employee shall not divulge any information acquired by him in the performance of his duties with respect to the transactions, property, including personal property, income or business of any person, firm or corporation. Employee will be given Section 58.1-3 of the Code of Virginia to read and a signed copy will be held on file.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Considerable knowledge of the laws governing the collection of delinquent local taxes.

Requires knowledge of policies and procedures, Code of Virginia and James City County and strong analytical

skills.

Ability to support and defend legal actions taken to the individual taxpayer and in a judicial process.

Basic knowledge of Virginia Tax Laws, Rules and Regulations.

Basic knowledge of civil and criminal legal collection techniques, terminology, and principles.

Ability to analyze financial information and arrive at a supportable conclusion.

Ability to communicate effectively, both orally and in writing.

Ability to organize workload and manage time independently.

Skill in basic math and personal computer operations.

Skill in resolving problems in adversarial situations.

MINIMUM QUALIFICATIONS:

Employee must reach Level II Deputy Treasurer Certification within three years of employment or entrance into the certification program. Certification program is administered by the Weldon Cooper Center for Public Service at the University of Virginia.

Valid automobile operator's license.

Prefer bachelor's degree with six semester hours of accounting and progressive work experience in collections and customer service.

Employee must be available for overnight travel.

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IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title Business Tax Field Representative Department Treasurer	Position Number 175 Division									
	e identify the general aptitudes and physical requirement who have the position must be able to perform all essential dation.									
I. Mental Abilities: General learning ability underlying principles.	. The ability to "catch on" or understand instructions an									
 △ Ability to understand and follow oral instruction △ Ability to understand and follow written instruction △ Ability to guide and/or give instructions △ Ability to make decisions in accordance with established procedures and policies △ Not essential to job function 										
them effectively. To conwords, and to understand	II. Verbal Abilities: Ability to understand meanings of words and ideas associated with them and to us them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.									
1. Speaking/Talking:	2. Hearing/Listening:									
 ☒ Answering telephone, radio, or switchboard ☒ Communicating with County officials ☒ Communicating with general public ☒ Communicating with vendors ☒ Communicating with supervisors and/or with 	 □ Ability to distinguish between different tones ⋈ For communication with County officials, public, vendors, supervisors and/or other employees □ Not essential to job function 									
other employees Communicating with others	3. Reading: (ability to read and understand text)									
Not essential to job function	☑ Essential to job function☑ Not essential to job function									

Ш	. Numerical: Abili	ty to perform arithmetic operations quickly and accurately.
	△ Ability to perform	y perform accurate two digit calculations n accurate calculations aided ndding machine or measurement device ob function
IV.	Spatial Abilities:	Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to "visualize" objects of two or three dimensions, or to think visually of geometric forms.
	☐ Essential function ☐ Not essential fun	
V.	Motor Coordinat	ion: Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.
1.	Manual Dexterity	Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.
	 ☑ Use telephone ☑ Use switchboard ☑ Use radio/consol ☑ Use a calculator ☑ Use a copy mach ☑ Use a fax maching 	Use power toolsineOther:
2.	Finger Dexterity:	Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.
	☐ Essential to job f☑ Not essential to j	
	Explain:	

VI. Physical Demands:

1. <u>Strength</u>: The quality, state or property of being strong. The power to withstand strain, force or stress.

Please check (\checkmark) in appropriate boxes below.

Ability to	manipul	ate mate	Frequency of Manipulation						
	5- 5-10 10-15 15-25 25-50 50+							Frequently	Continuously
Lift							~		
Push/Pull					V		✓		
Hold/Carry			'				✓		

Lift		'					
Push/Pull			V		✓		
Hold/Carry	/				/		
Manipulation done from: [☑ ground to w		waist lew		to sh	oulder 🖵 abo	ve shoulder
Not essential to job functio	n: 🗖 Lift	☐ Pt	ush/Pull	☐ Hold/	'Carry	(Check all	that apply)
2. <u>Climbing</u> : To move	up or mount	by using	the hands	or feet.			
<u>Ladders</u>		<u>Stair</u>	<u>rways</u>			Steps	
 □ Step stool □ 8' to 10' step ladder □ Extension ladder □ Other ⋈ Not essential to job 		■ Other	nts nore flights	ob function	U (2-3 4 or more steps	
3. Ability to Stand, Sit.	, Walk, and	Run:					
	Please che	eck (🗸) i	in appropı	riate boxes l	below	·-	
Duratio	n (hours/dox	.)		Occasions	llv,	Fraguently	Continuously

	I	Ouration	(hours	Occasionally	Frequently	Continuously			
	0-1	1-3	3-5	5-7	7-9	9+			
Stand			/					✓	
Sit				/				✓	
Walk		/						✓	
Run									

If walking or running, over wh	at type of terra	ain? ⊠	flat	☐ rough	☐ both
Not essential to job function:	☐ Stand	☐ Sit	☐ Walk	⊠ Run	(Check all that apply)

4. Stooping, Kneeling, Crouching, and/or Crawling:

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to
lower oneself and/or to move freely on hands and knees.

	Daily Amounts											
				5-20x		20-50x			50+x Not essential to job function			
5.	Reachi	ng, Ha	<u>ndlin</u>	ıg, Finge	e <mark>ring, a</mark>	nd/or Fe	eling:					
	To stretch out, extend, or put forth a bodily part. To touch or grasp something, by extending or stretching To touch, lift, hold or operate with the hands.											
	Daily Amounts											
				5-20x		20-50x			50+x Not essential to job function			
6.	Seeing :	То ре	rceiv	e or comp	rehend l	by the sen	se of sigh	t.				
	Essential to job function: These characteristics are necessary (Check all that apply) □ Peripheral vision □ Night vision □ Focus (distinctness or clarity) □ Color perception (discriminate between colors) □ Depth perception (determine distance relationship between objects) □ Not essential to job function											
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VII. Driving: The ability to transfer or convey in a vehicle.

Transmission	Standard	Automatic	Multi-Gears	
Car				
Van				
Small Truck				
Medium Truck				
Large Truck				
Truck w/Equipment				
Heavy Bus Equipment				
Not essential to job functio	n 🛛		lacktriangle	
Other (list)				

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